

## HOLLAND CHORALE TICKET MANAGER JOB DESCRIPTION

Sally Zenas

October 25, 2018

### GENERAL GUIDELINES:

- At this time, most tickets are walk-in and will-call.
- Know how to process credit card orders using Square.
- Know ticket costs, both individual and season series.
- Fill out form for all telephone orders.
- Have envelopes on hand -- plain for will-call, letterhead for mailed tickets.
- Use ticket holders for season ticket series.
- Respond to phone calls promptly.
- Gather information to build mailing list, including phone and email.

### DAY BEFORE CONCERT:

- Get \$100 in cash to be used for change.

### DAY OF CONCERT:

- Three people should be at the ticket table 45 min. before the concert: 1) credit cards, 2) cash, 3) will-call.
- Remember to bring Square and get venue wi-fi code and password.
- Bring COMPLIMENTARY stamp for tickets exchanged for vouchers
- Bring pad of paper and pens.

### AFTER CONCERT:

- Count money with someone else present and take back your \$100 used for change.
- Give cash and stubs to Office Manager.

### COMPLIMENTARY TICKETS:

- Cal Langejans – 8 season
- Gary Bogle – 4 season
- I personally added Patrick Coyle – 4 season, and Phyllis Miner – 2 season for the 2018-2019 season. Also, Nicholas Loren should receive 2 season. Our space is not sold out for most concerts at this time.